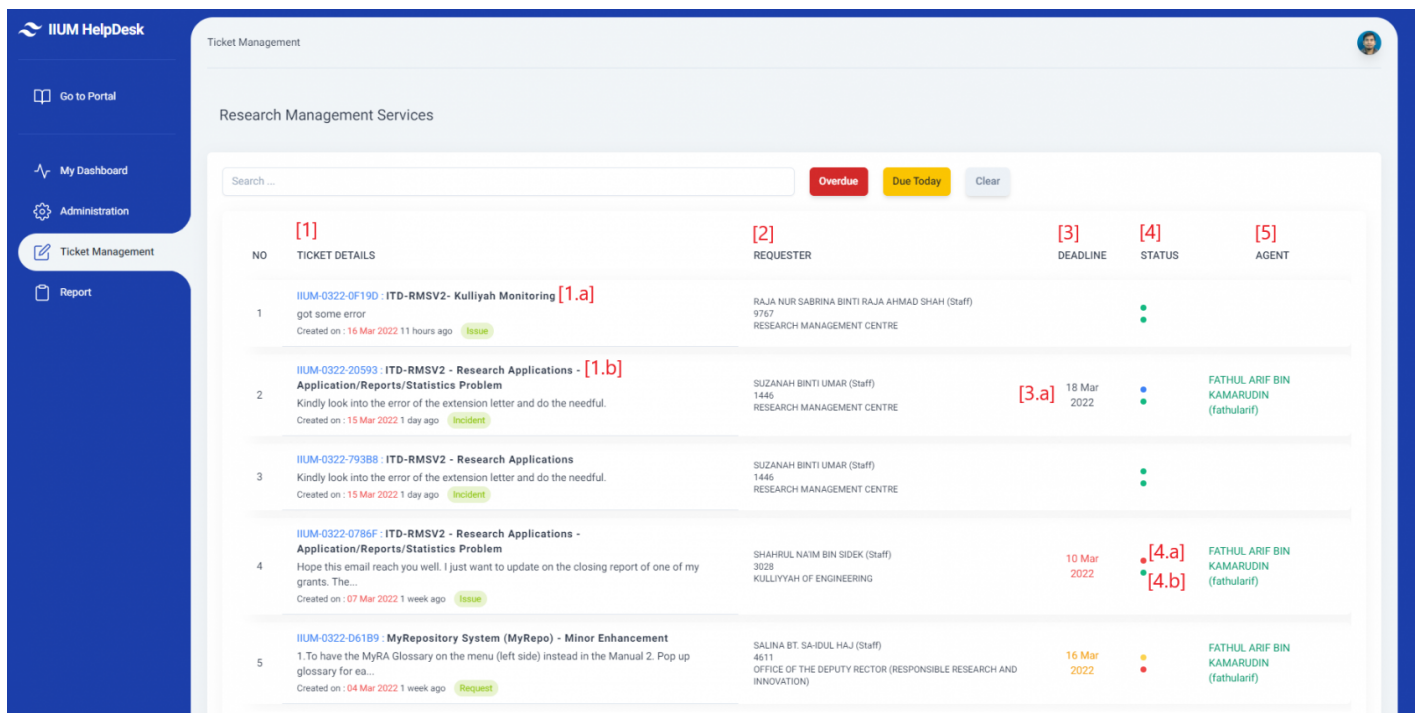


# Ticket Listing

- This is the main list of currently available tickets for the **agents/support**. From here on, an **agent** is a synonym to **support**.
- The tickets are listed based on the **agent's unit**; either the ones that had been **assigned to an agent** or **not yet been assigned to any agent**.
- **Canceled or Closed** tickets are not shown. However, it can be searched based on its **Ticket's Status Code**



The screenshot displays the IIUM HelpDesk Ticket Management interface. The left sidebar contains navigation links: Go to Portal, My Dashboard, Administration, Ticket Management (selected), and Report. The main content area is titled 'Ticket Management' and 'Research Management Services'. It features a search bar and filters for 'Overdue', 'Due Today', and 'Clear'. Below these are five columns: [1] NO, [2] TICKET DETAILS, [3] REQUESTER, [4] DEADLINE, and [5] STATUS. The table lists five tickets with their respective details, requesters, deadlines, and statuses.

| [1] NO | [2] TICKET DETAILS                                                                                                                                                                                                                                                       | [3] REQUESTER                                                                                                | [4] DEADLINE      | [5] STATUS  |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-------------------|-------------|
| 1      | <b>IIUM-0322-0F19D : ITD-RMSV2- Kulliyah Monitoring [1.a]</b><br>got some error<br>Created on : 16 Mar 2022 11 hours ago <span>Issue</span>                                                                                                                              | RAJA NUR SABRINA BINTI RAJA AHMAD SHAH (Staff)<br>9767<br>RESEARCH MANAGEMENT CENTRE                         |                   |             |
| 2      | <b>IIUM-0322-20593 : ITD-RMSV2 - Research Applications - [1.b]</b><br><b>Application/Reports/Statistics Problem</b><br>Kindly look into the error of the extension letter and do the needful.<br>Created on : 15 Mar 2022 1 day ago <span>Incident</span>                | SUZANAH BINTI UMAR (Staff)<br>1446<br>RESEARCH MANAGEMENT CENTRE                                             | [3.a] 18 Mar 2022 |             |
| 3      | <b>IIUM-0322-79388 : ITD-RMSV2 - Research Applications</b><br>Kindly look into the error of the extension letter and do the needful.<br>Created on : 15 Mar 2022 1 day ago <span>Incident</span>                                                                         | SUZANAH BINTI UMAR (Staff)<br>1446<br>RESEARCH MANAGEMENT CENTRE                                             |                   |             |
| 4      | <b>IIUM-0322-0786F : ITD-RMSV2 - Research Applications - Application/Reports/Statistics Problem</b><br>Hope this email reach you well. I just want to update on the closing report of one of my grants. The...<br>Created on : 07 Mar 2022 1 week ago <span>Issue</span> | SHAHRIUL NAIM BIN SIDEK (Staff)<br>3028<br>KULLIYAH OF ENGINEERING                                           | 10 Mar 2022       | [4.a] [4.b] |
| 5      | <b>IIUM-0322-D6189 : MyRepository System (MyRepo) - Minor Enhancement</b><br>1.To have the MyRA Glossary on the menu (left side) instead in the Manual 2. Pop up glossary for ea...<br>Created on : 04 Mar 2022 1 week ago <span>Request</span>                          | SALINA BT. SA-IDLUL HAJ (Staff)<br>4611<br>OFFICE OF THE DEPUTY RECTOR (RESPONSIBLE RESEARCH AND INNOVATION) | 16 Mar 2022       |             |

## Ticket Table

### Ticket Details [1]

- Shows the **Ticket ID, Service Name, Service Details, Description, Date of Creation, and Ticket Type**
- Click on the cell listed under the **TICKET DETAILS** column **to update or view more info** on the ticket
- A ticket will have its **ticket's ID e.g IIUM-0322-Y782**. The number on the middle of the dash **-0322-** represents the **month and year** the ticket was created at. **-MMYY-**

- Some tickets will include only **Service Name [1. a]** and some will include both **Service Name - Service Details [1. b]**. The **Service Details** will only appear once an agent has been assigned to the ticket. As such, a **Due Date / Deadline [3]** will also appear. For more info on how to assign a ticket to an agent, please visit the **Ticket View Page**
- A snippet of the **ticket's description** is shown under the **Services. Click on the description** to view more.
- The **green-colored badge** shows the **ticket's type**. Details on the left of it show **the date of the ticket's creation**
- The available **types and its code** are as follow
  - Complaint - **COM**
  - Incident - **INC**
  - Inquiry - **INQ**
  - Issue - **ISU**
  - Request - **REQ**
  - Standard Change - **STC**
  - Suggestion - **SUG**

## Requester [2]

- Shows the **Name, Staff/Student Number, and KCDIO** of the requester
- For more details on the requester, click on the **Ticket ID [1. a]**

## Deadline [3]

- Shows the **Due Date** of the ticket
- An unassigned ticket does not have a **Due Date**. It will appear once the ticket has been assigned to an agent **[3. a]**
- The **black-colored Due Date** shows a ticket that has **not yet reached** the due
- The **red-colored Due Date** shows a ticket that has **exceeded** the due
- The **yellow-colored Due Date** shows a ticket that **has reached** the due

## Status [4]

- Shows the **Ticket Status and Ticket Priority**
- The **top-colored dot [4. a]** represents **Ticket Status** whereas the **bottom-colored dot [4. b]** represents **Ticket Priority**
- **Hover** the colored-dot will show the description of each status and priority
- If the ticket's **Due Date** has been reached or exceeded, the current status displayed will be replaced with **Due and Overdue** respectively. The real status can be viewed by clicking on the **ticket details [1]**
- For **Ticket Status**,
  - the **green-colored dot** shows the status **New**
  - the **blue-colored dot** shows the status **Assign, Reassign, Work In Progress, Job Done By Support, Ready to Test, and Needs Info**
  - the **red-colored dot** shows the status either **Canceled or Overdue**
  - the **yellow-colored dot** shows the status **Due**

- the **gray-colored dot** shows the status **Closed**
- For **Ticket Priority**,
  - the **green-colored dot** shows the status **Normal**
  - the **red-colored dot** shows the status **Higher**
  - the **yellow-colored dot** shows the status **Medium**
- The available **statuses and its code** are as follow
  - Assign - **ASG**
  - Canceled - **CCL**
  - Closed - **CLO**
  - Job Done By Support- **JDS**
  - New - **NEW**
  - Needs Info - **NIF**
  - Postponed - **POS**
  - Reassign - **RSG**
  - Work In progress - **WIP**
- The available **priorities and its code** are as follow
  - Higher - **H**
  - Medium - **M**
  - Normal - **N**

## Agent [5]

- Shows the **Agent's Name and UserId**
- The details will only be displayed once the ticket has been assigned to an agent

# Ticket Search

[1]

Overdue

Due Today

Clear

## Search [1]

- Shows the input field for querying ticket's information
- Below shows the list of available terms that can be searched within the search field
  - **Ticket Id**
  - **Ticket Type**
  - **Ticket Status Code, Name**
  - **Ticket's Description**
  - **Requester's Name, Email, Staff Number, UserId**
- A ticket with **Closed or Canceled** status can be searched here; e.g **CLO** or **CCL**

## Overdue [2]

- Shows the button that querying **tickets that have exceeded** their **Due Date**
- Once clicked, only **Overdue** tickets will be displayed

## Due Today [3]

- Shows the button that querying **tickets that have reached** their **Due Date**
- Once clicked, only tickets that are **Due** today will be displayed

## Clear [4]

- Shows the button that **Reset/Clear** the **Search, Overdue, and Due Today** value
- Once clicked, the tickets list will be returned to its default state

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